

## Judicial Staff Education Committee (JSEC)

Arizona Supreme Court  
1501 W. Washington  
Phoenix, AZ 85007

*September 14, 2010 Committee Meeting Minutes*

<b>Committee Members Present:</b>	
Kip Anderson (until noon)*	Court Administrator, Mohave County Superior Court
Dyhanna Anderson*	Field Trainer/Training Coordinator, Yavapai County Superior Court
Shelly Bacon	Court Services Coordinator, Yavapai County Superior Court
Theresa Barrett	Manager III, Arizona Supreme Court
Laura Beeson-Davis	Pima County Field Trainer, Pima County Superior Court
Mary Blanco	Court Manager, Encanto Justice of the Peace Court
Rafaela de Loera*	Training and Education Division Director, Pima County Superior Court
JT Hilton	IT Technical Support Manager, Arizona Supreme Court
Bob Lawless*	Security Director, Mohave County Superior Court
Joe Legander III	Training Consultant, Maricopa County Clerk of the Superior Court
Kathy Schaben	Senior Interpreter, Yuma County Superior Court
Coleen Stevens*	Executive Assistant, Gila County Superior Court
<b>Committee Members Absent:</b>	
Glendalynn (Glen) Cobb	Clerk, Cochise County Superior Court
Julie Dybas	Deputy Court Administrator, Scottsdale City Court
George Hofer	Marshal/Training Coordinator, Yuma Justice Court
David Mabey	Public Member
David McCallum	Law Clerk, Arizona Court of Appeals, Division II
Elisa Ochoa	Court Clerk, Tucson City Court
Michelle Wellner	Court Reporter, Pinal County Superior Court
Margie (Maggie)Wirth	Public Member
<b>JSEC Staff Present:</b>	
Deborah King	Program Manager, Arizona Supreme Court, Education Services Division
Vikki Cipolla-Murillo	Specialist I, Arizona Supreme Court, Education Services Division
Julie Binter	Specialist V, Arizona Supreme Court, Education Services Division
Deanna Carter	Administrative Assistant, Arizona Supreme Court, Education Services Division

1. **Welcome and Call to Order:**

Shelly Bacon, Chair called the meeting to order at 10:13 a.m. Members introduced themselves before starting the meeting. Deb King informed the committee that Patty Stansfield, formerly a Specialist V in the Education Services Division (ESD), is no longer employed with the court; Julie Binter, formally with the CASA program has replaced her position as Specialist V. Ms. Binter will be mainly responsible for curriculum development and broadcasts among other duties.

2. **Review Minutes:** Recommended to change fast track planning “workshop” to “workgroups” on pages 7 and 8. JT Hilton, moved to approve the March 2010 minutes. Laura Beeson-Davis seconded the motion. The March 2010 minutes were approved. *MOTION 2010-03 passed.*

3. **Program Planning Reports:**

a. **Arizona Courts Association (ACA):**

ACA held its Prescott conference in May 2010, with 75-80 in attendance. The program was very successful considering the current economic situation. Chief Justice Rebecca W. Berch held the plenary session which was well received. On behalf of the ACA, Ms. Bacon thanked ESD for its assistance with staffing and equipment which contributed to the success of the program. ACA will hold a conference April 26-29, 2011; no fall conference will be held in 2010; the fall 2011 conference is not yet confirmed, due to the precarious economic situation next year.

b. **Administrative Office of the Courts (AOC) Sponsored Programs Held:**

ESD has been doing more Institute for Court Management (ICM) programs than ever in the past. Arizona faculty bring a local perspective to all courses.

- i. **Law Day Broadcast:** April 30, 2010. Over 1000 people attended and it was well received.
- ii. **Training Coordinator Whistle Stop Workshop:** May 14, 2010. Over 43 coordinators (including field trainers) attended.
- iii. **Concluding Seminar:** May 25-27, 2010. Graduated 69 people.
- iv. **Line Supervisor Training:** May 2010. “What Every Line Supervisor Should Know” was piloted at the ACA conference. This is the first of future trainings for line supervisors to be developed.
- v. **Court Leadership Conference:** June 25, 2010. Executive leadership met for a one-day meeting at the AOC. Another conference will be offered in spring 2011.
- vi. **ICM Financial Management:** August 3-5, 2010.
- vii. **Caseflow Management Class:** Currently under development. ESD hopes to pilot this class before the end of 2010. The training looks at what impact supervisors have on caseflow management and court case delay. Mike Malone, Pinal County Superior Court, will be the primary faculty for the piloted class. Target audience: limited and general jurisdiction line supervisors.
- viii. **Gila, Pinal and Navajo Regional Conferences:** ESD staff taught classes (i.e. separation of powers, judicial branch governance, phone skills, communication skills). Staff is trying to be available to teach at regional trainings, as needed. In addition, Ms. Binter is certified in Emotional Intelligence (EI) and diversity training.
- ix. **Centra Phone Skills:** ESD encourages people to use this tool. The biggest drawback for field trainers is finding time to develop these classes.
- x. **Essential Components:** November 2-4, 2010. ESD has begun piloting classes for Tier IV, Executive Leadership. This symposium class is the first to be offered and is designed for individuals who already have an in-depth knowledge of the court system. Court administrators and chief executive officers have been invited to attend. The program is challenging to teach, as it covers a wide diversity of topics with the assumption that participants know a lot about those topics.

Faculty for this program are Kip Anderson, Mohave County Superior Court and Marcus Reinkensmeyer, Maricopa County Superior Court.

c. Upcoming Programs

- i. Civil Case Processing Workshop – October 13, 2010: In response to a training need, ESD is offering a one-day training which targets Justice Court clerks and others who handle civil case processing in the limited jurisdiction Court. ESD is working with Court Services Division staff to develop four sessions (two concurrent) covering the following topics: Civil Case Processing Overview (with small claims), Protective Orders, Evictions Procedures and Appeals, Post Judgment Case Processing and Appeals. New curriculum is being developed for the latter two classes.
- ii. Cultural Competency Broadcast: ESD staff is working with the Commission on Minorities to develop this program. The broadcast is tentatively scheduled for November 9, 2010. Members of the committee commented that they are not opposed to devoting one broadcast a year in the future to diversity training.
- iii. Child Support Guidelines Broadcast: The Arizona Judicial Council (AJC) decided at their June meeting to postpone approval of the new proposed guidelines due to public controversy over the new proposed Arizona model. The AJC suggested holding another public hearing to provide the public with more opportunity to comment and consider additional changes to the guidelines before making a final recommendation to the council in October. Another public hearing was held on September 10, 2010. The Guidelines Review Committee will meet to discuss comments brought up at the public hearing. At this point the final outcome is unsure. The council may hold off on the new proposed guidelines and just update the current model. Theresa Barrett appreciates the flexibility and patience of the JSEC in planning this broadcast. At this time it is unclear who the target audience will be for this broadcast.
- iv. Broadcasts and Information Technology (IT) Rollouts: Ms. King asked Mr. Hilton if the IT division has any plans in the near future to use broadcasts for IT rollouts. IT is considering use of a motor home training facility equipped with 20 mobile training stations with capacity to hook up to local limited jurisdiction courts using a wireless connection.

4. Regional Local Updates and Subcommittee Reports:

- a. Joint Council on Court Education (JCCE) Meeting: JCCE held its last meeting on July 23, 2010. The next meeting is scheduled for October 22, 2010. The committee invited a guest speaker, from the Federal Court in Tucson, who provided information on the federal case management system, among other topics. Task groups did not meet due to low meeting attendance. Laura Beeson Davis, JCCE Chair, commented that the JCCE has decided to use funds collected from regional conferences to purchase e-learning software, which would enable members to develop court specific online e-learning curriculum, as needed. Ms. Beeson-Davis asked ESD to consider loaning AOC laptops to the JCCE so members of the various southern county regions can share the software and create court specific trainings. Mr. Hilton responded that AOC currently leases-to-own its laptops, which are not available for lending. An alternate option may be to install the new software on the Pima County Training Center laptop and create online curriculum to be posted on the ESD website for general use and modifiable, as needed. JCCE has been sampling various software demo applications. Some are free. The software is capable of creating flash video for tutorials, quizzes, surveys and more (i.e. Adobe Captivate, Wink, Camstudio). Beth Asselin, AOC, has discovered that Adobe 9 is excellent for creating computer-based trainings.

- b. Northern Arizona Committee on Education (NACE) Meeting:  
Dyhanna Anderson, Chair, reported NACE had a meeting on September 10, 2010 via teleconference. Committee members requested that Education Services staff hold a Centra train-the-trainer in Prescott within the next year. **(ACTION ITEM)** Mohave County will hold a conference on February 2-3, 2011. The county will not offer another conference during 2011 unless the COJET requirements revert back to 16 hours. Coconino County has had high staff turnover this year, and is focusing on new staff training. Yavapai County will continue to offer two conferences in 2011 – a spring Verde Valley conference (last week of March or early April) and a summer Prescott conference (June 22-24, 2011). Due to staff travel restrictions this year, Yavapai added a third training this fall for superior court employees. Status on a joint JCCE/NACE project is on-hold. NACE will postpone a group project until 2012 since coordinators are being asked to handle multiple jobs due to hiring freezes. NACE held elections and the current officers will hold a second term – Ms. Anderson, Chair, and Jeannette Brambila, Vice Chair. Next meeting date is January 13, 2011. NACE decided to reduce meetings to three per year, via conference call.
  - c. Maricopa County Training Coordinators:  
Joe Legander reported that Maricopa County is rolling over into a new payroll system. No training materials will be provided for staff until the new system goes live. Mr. Legander is using Captivate software, and running a class on EI. He did an employee satisfaction survey and staff rated training accessibility very low. Therefore, the court has loosened up considerably on restricting training, giving the training department more opportunity to develop more training.
  - d. Security Committee:  
Bob Lawless reported the Security committee held its last meeting in February 2010. A Continuity Of Operations Planning (COOP) – Emergency Management training was held at the AOC August 31 – Sept 2, 2010. They will hold a September 30 meeting at the AOC to discuss COOP training, avian flu preparation and revisit court security officer training programs developed by Kevin Jeffries, AOC. Mr. Legander offered to make available a copy of the materials Maricopa County put together for a comprehensive swine flu emergency response plan. **(ACTION ITEM)**
5. **Strategic Planning:** JSEC reviewed a summary sheet of the fast track planning workgroup goals/action items and was asked to identify their top priorities to work on in 2011. Ms. King updated the committee on the action items ESD has begun addressing and ones which need to be addressed. Comments from that discussion are noted.

#### **GROUP 1 – Smaller regional trainings/outreach to outlying areas.**

- a. Action Item 1: Survey each regional and jurisdictional level to know more about the training needs statewide.
  - i. Needs Assessment: This is a valuable tool and needs to be done on a statewide basis. “How” or “what to do” has not been determined yet. The workgroup needs to determine questions.
  - ii. Holding Forums and face-to-face focus groups: ESD suggests waiting until after receiving the initial data back from the survey, which tends to be more general global content areas. (This does not preclude using the TC workshop for that purpose to receive more feedback/input and to narrow down content areas to specific needs.)

- b. Action Item 2: Identify throughout the state centralized locations, their group capacity and accessibility to counties for holding trainings.(Create a list of locations, invite multiple counties to attend regional trainings.)
  - i. Identify centralized locations: This item has already been addressed. ESD staff surveyed statewide training coordinators to identify available training facilities throughout the state and multiple counties have been invited to regional trainings conferences on a space available basis.
- c. Action Item 3: Improve marketing for classes.
  - i. Use of website calendar: ESD is currently improving its website and has added, among other resources, a statewide online calendar which includes ESD sponsored and regional trainings, a monthly at-a-glance listing and class descriptions. Courts interested in advertising their local/regional trainings on a space available basis can post their flyer/information on this calendar. The goal is to make the calendar more dynamic and widely viewed across the state for training resources. Postings can be court and non-court sponsored, as long as the training is relevant to court employees, and not vendor advertised. ESD has created a training advertisement request form which can be completed and emailed to Vikki Murillo, AOC Education Services Division to request advertisement of a program statewide. Association flyers may be posted on this site as well (i.e. NACM, ACA).
- d. Action Item 4: Expand the use of distance learning modalities. ESD has taken the following steps.
  - i. Centra Train-the-Trainer:
    1. ESD held a trainer-the-trainer in the southern region for training coordinators and field trainers. Staff plans to provide training to the northern region within the year. **(ACTION ITEM)**
    2. ESD will also be developing a minimum accounting standards Centra class in collaboration with Court Services Division, once their staff is hired. **(ACTION ITEM)**
    3. ESD staff has been considering developing Centra training for classes such as Civil Case Processing to make the training available multiple times via distance learning and to a wider audience.
  - ii. Broadcasting Live Training Via the Web: Another possibility being considered is broadcasting a live training program via the web from a host training site, such as the JEC, to a remote site, to form a virtual classroom. The remote site would be led by a facilitator, and participants at that site would be able to view the class instructor via TV monitor. A conference call phone could be used to communicate and avoid voice delay via the web. (Rafaela de Loera volunteered Pima County to test the virtual classroom capabilities. Dyhanna Anderson and Shelly Bacon of Yavapai, and Kathy Schaben of Yuma, also have access to video conferencing and volunteered to pilot a program.) ESD will talk to ITD about what it would take to do video conferencing at the JEC. **(ACTION ITEM)**
- e. Action Item 5: Look at ways to make the Education Resource Library (ERL) a more effective tool.
  - i. Education Resource Library (ERL): ESD updated the library by eliminating obsolete VHS tapes and materials. ESD continues to explore ways to improve the effectiveness of the registration process and evaluation tool.

**GROUP 2 – Increase partnerships and collaborations (inside/outside the judiciary) by providing effective training opportunities for the judiciary through shared community resources.**

- a. Action Item 1: Identify collaborators/partners.

- i. Arizona Board of Family Conciliation Courts: Theresa Barrett, commented she is a member of the Arizona Board of Family Conciliation Courts. This Board would like to explore collaboration with rural counties. They occasionally provide training on Family Court to Maricopa County and are willing to travel to offer training regionally to rural counties. Ms. King suggested posting a news article in the TC newsletter to introduce the Board and the types of training they offer.
- a. Action Item 2: Access current opportunities such as grant funding available and encourage partnerships with existing training grant programs.
  - i. JSEC has worked on this as a committee, though it has not been done regionally.
  - ii. ESD has obtained an SJI grant for training faculty for ICM and a Domestic Violence grant partnered with Court Services Division of the AOC.
- b. Action Item 3: Maximize efficiency.
  - i. Identifying redundancy: ACA has worked diligently to not repeat trainings year after year. The needs assessment should help in reducing redundancies and targeting needed content.
  - ii. Training seats available: The ESD statewide calendar will provide information on available seating for advertised regional trainings. Yavapai has seen participants from other counties attending their conferences, and JCCE and NACE have done well advertising internally and externally. Ms. King commented that more networking is happening now than in the past. This year, Gila, Pinal and Navajo trainings included participants from outside their counties.
  - iii. Quarterly reporting implementation: The Pima County Superior Court training department piloted a semi-annual sponsored programs report and Ms. de Loera will be giving ESD feedback on its use. **(ACTION ITEM)** Training coordinators will be encouraged to consider reporting their locally sponsored programs on a quarterly basis vs. annually to ease the burden of lengthy reporting at year-end. A quarterly listing of classes and potential faculty will be compiled from the reports and made available to statewide training coordinators as a resource, throughout the year. Ms. Beeson-Davis thanked Ms. de Loera for making the Pima County Training Center available to multiple counties for use in training. Many court employees throughout the region have benefited from networking and sharing of knowledge.
- c. Action Item 4: Maximize networking among regional groups/organizations and Committee on Judicial Education and Training (COJET) subcommittees -JCCE, NACE, CLIA, COPE, JCA.
  - i. Support ACA and other group conferences: ESD supported ACA conferences, and local regional conferences (Pinal, Gila, Navajo)
  - ii. Encourage groups to meet more frequently and use conference calling to cut costs: All AJC committees have embraced the use of conference calling to retain meeting attendance.
  - iii. Continue Joint Meeting NACE/JCCE at TC Workshop: Ms. Beeson-Davis has received high regards about this meeting from many people. The consensus was to continue meeting.

**GROUP 3 – Training planning assistance. Educate Courts and TCs about flexible options for meeting training goals.**

- a. Action item 1: Evaluate and publish resources available.
  - i. Creating an ongoing inventory of local court training: ESD is implementing quarterly reporting of sponsored programs and listing of available faculty. Resources will possibly be marketed at the whistle stop trainings.

- ii. Re-marketing CBTs to make more interactive: ESD will be remaking CBTs, as content updates are needed, to make them more interactive.
  - iii. Record Centra classes: Some work has been done.
- b. Action Item 2: Provide more support to training coordinators.
  - i. Continue newsletter to training coordinators on routine basis: ESD produces a newsletter and will continue to publish it on a more routine basis vs. quarterly.
  - Refresh website content: ESD is working on making its website more active and providing active content on the Training Coordinator page. Plans are to add Frequently Asked Questions (FAQs) and COJET requirements information for court employees on the site. **(ACTION ITEM)** Joe Legander suggested considering adding a Twitter account, Facebook page to bounce back ideas between TCs. Maricopa County Superior Court and NACM use these free resources to share information such as employee recognition, court process changes, various events, emergency issues, public relations. It was noted that if used, some training coordinators will not have access to this resource.
- c. Action Item 3: Increase coordination and communication between Training Coordinators (TCs) and JSEC
  - i. Bring JSEC to the TC Workshops: Ms. King has attended regional meetings/workshops to dialogue with training coordinators about their issues.
  - ii. Bring media to TC meetings: ESD has brought media to training coordinator regional meetings to share resource with the committee.
  - iii. TC Questionnaire/Meeting to share ideas with one another: Accomplished through the joint JCCE/NACE meeting yearly. There is no formal Maricopa County networking group, however, Joe Legander collaborates with other training specialists at Maricopa County Superior Court and Probation to develop a judicial conference each year. Other than this there is no formal effort to network.
- d. Action Item 4: Develop an easy to understand version of the code section and provide training to new employees.
  - ii. ESD is currently revising the administrative code and looking at providing better information on the web. Staff will be developing the following tools on the website: FAQs for common misunderstandings, COJET requirements/orientation materials (At-a-Glance), and accreditation reference sheet - "Would You Accredite...?". **(ACTION ITEM)**

**GROUP 4 Quality. Keep standards high but analyze them.**

- a. Action Item 1: To maintain high standards, meet needs and implement best practices: This item looks at developing training plans, discussing training planning at administrative meetings and looking at how to establish return on investment including planning and performance measures. (Action item #2 has the "how to's" for developing training plans.)
- b. Action Item 2: Expand the TC role as a consultant in the courts. This item focuses on creating a class on "How to do training planning" with training coordinators and looking at a broader role of organizational development and the coordinator's role. The goal is to bring more value to the training coordinator as consultant to the court, helping to solve problems as well as event planning. There are a number of ideas listed on how to expand the role of TC to consultant to the courts. ESD has not spent a lot of time on this yet, though has attended several of the regional meetings and would like to attend them a little more frequently; Jeff Schrade, Education Services Division Director has made great efforts to meet with training coordinators and has attended their meetings. Certainly more can be done in this area.
- c. Action Item 3: Review the Code (ACJA §1-302) ESD is currently working on reviewing and making changes to the Code.



- i. A conference call meeting will be scheduled with JSEC and training coordinators to discuss proposed changes to the code and solicit feedback prior to presenting to COJET at their December 2, meeting.

**Priority for 2011:** Ms. King asked the committee what was the most important goal/action item listed - priority for 2011? Ms. Beeson-Davis commented, having a central location and accessible area to post and share information in training. The ESD website calendar is a great resource. and offers a central point where all rural and urban courts can view training opportunities. Ms. King commented the Annual Judicial Conference will not be listed on the calendar, for security reasons, as it can be accessed by the public. In the future, there will be potential to log-on to internal only sites as well as public accessed sites.

A member asked if ESD sent out an email advertising the calendar to all courts. No, though it has been advertised to Training Coordinators. Ms. Bacon commented that all AJIN users should receive information about the website calendar. **(ACTION ITEM)**

Ms. Barrett commented she publishes a quarterly newsletter called the Forum Quorum, which goes out to all AJIN users. She would like to feature an article about the ESD website in the Fall publication, with links in the email as well as the newsletter. She will get in touch with Ms. Murillo. **(ACTION ITEM)**

6. **ACJA Section 1-108 Code Revisions and By-Laws:**

- a. **ACJA 1-108:** Deb King referred the committee to pages 6 and 7 of the code. The verbiage changes had been previously discussed by the committee and JSEC voted earlier to recommend these changes to COJET. Other COJET subcommittees have made similar changes to their code sections in order to be consistent. Committees are urged to eliminate standing subcommittees. The *Membership* section revisions will help minimize the need to revise the code when representation changes, such as in 3.a (15), "one representative from regional TC committees, representing northern, southern or central regions" .

Ms. de Loera asked the committee if it was necessary to keep "*two member of the public*" seats on JSEC due to the difficulty in keeping those positions filled. She suggested changing the verbiage to "*up to 2 members of the public*". Ms. King explained that historically public member seats have been equally important to decision making on the committees as internal members. The public members usually have similar interests as the committees they represent. At times, public members may represent more than one category on the committee; this can be helpful. Recent economic times have caused Education Services to reconsider the size of our committees and effectiveness related to size. Ms. King will look at the verbiage used by the Commission on Minorities for language allowing flexibility in membership. **(ACTION ITEM)**

Ms. King asked the committee if they recommended changing "*(17) two members of public*" to "*up to two members of the public*" – The committee voted "no" to the change.

- b. **JSEC By-laws:**

The JSEC by-laws are not compatible with the administrative code and will need to be changed. Ms. King asked members to look at the current committee by-laws (See handout labeled JSEC by-Laws). On page three of the handout, the original text is to the right and the rationale for changes to the by-laws is on the left. Pages 1 and 2 provide the suggested text. To avoid redundancies in the by-laws, much of the verbiage has been cut out and references to the appropriate code sections were added.

Suggested by-laws:



**Responsibilities of Members:** Members were in agreement with verbiage used on suggested member responsibilities. Ms. King added that COJET requires its membership to teach or develop curriculum; or attend and evaluate curriculum, whereas, JSEC members are asked to observe implementation of programs and provide feedback during the year. To reflect current work of the committee, Ms. King has added the verbiage "*research and obtain information as directed by the Chair*" to the suggested by-laws.

What constitutes a quorum/use of proxies and voting protocol? Ms. King researched proxy language in other committee by-laws and the verbiage within is fairly consistent with that of other committees. A proxy designee cannot be a member of the committee, as a member cannot carry two votes. Members who are absent without a proxy for more than two consecutive meetings and without excuse, may be replaced at the discretion of the Chair.

**Organization:** Workgroups established by the JSEC must have at least one member from the committee sitting on the workgroup. This individual would be required to report back on workgroup activities.

**Meetings:** The by-laws refer to the ACJA §1-202 Public Meeting Policy. All appointed committees must follow this policy.

**Actions:** The committee must have a quorum or simple majority (50% + one) of appointed members or approved designated proxies present for any formal action. JSEC members suggested changing the verbiage "*present*" (*meaning via phone*) since teleconferencing exists and other options may be available. They suggested "*Inter-active electronic presence*" or "*attendance electronically from a distant location*". More verbiage will be added to the by-laws to permit members to meet telephonically when appropriate.

There was discussion on when a member is no longer considered a member for purposes of a quorum. Members agreed that an individual is no longer a member once a letter of resignation has been submitted to JSEC.

The JSEC has the authority to approve its by-laws independent of COJET. JSEC will approve its by-laws at the next meeting, since there was no quorum at this meeting. In the meantime, ESD will incorporate the suggested wording into the by-laws and email the suggested changes to committee members for review. **(ACTION ITEMS)**

- Add "Inter-active electronic presence" or "attendance electronically from a distant location" to *Actions* section.
- Review Committee on Superior Court and Commission on Minorities by-laws for verbiage to incorporate into the by-laws, "*If the Chair determines it is in the best interest of the committee to hold a meeting telephonically and the goals of the meeting can be met...*"

## **7. ACJA Section §1-302 Code Revisions:**

Ms. King briefly reviewed the Code approval process with JSEC. The Executive Office is considering a major overhaul of the code including removing redundancies in language from throughout the code. The recommendations proposed by JSEC in previous meetings have been included in the revised code language, for consideration, though they were not voted on by JSEC. The committee reviewed these proposed changes at this meeting:

- a. *Change independent learning to non-facilitated learning:* Add a definition of the term with examples to show the distinction between an interactive human component (tele-presence or in-person) compared to performance in a non-interactive fashion (such as

just reading a book and reporting on it). This verbiage will avoid the problem of continually adding media categories to the code as technology evolves.

The question was asked, how does one accredit blended learning? - as independent learning or facilitated? Currently, if a training has a component of facilitated learning it is not considered independent learning. Ms. King argued that if a curriculum with various components (both facilitated and non-facilitated) were to be broken down to accredit portions as one or the other, it could get confusing for training coordinators to accredit in the future. Mr. Legander argued that facilitated learning is when the process of learning is being overseen by an instructor or another person. This takes it out of independent learning. Non-facilitated is when there is no intervention, a person is completely independent in his learning and then reports on the learning (reading a book.) Ms. King asked if there is a way to describe blended learning consistently for training coordinators so they will know how to accredit training in the future. Ms. de Loera agreed with Mr. Legander's explanation and was in agreement with considering homework and post tests outside of the classroom as part of a blended learning experience. She would accredit it as facilitated learning. Mr. Legander asked the committee to consider the phrase "*active oversight and interaction*". "*A program is facilitated when it has the **active oversight and interaction** of a trained person*". Oversight alone is not interaction; it must be live. The instructor is overseeing the training and interacting with the individual at various points.

Special status classes could also pose a challenge in accrediting as both regular and independent learning.

Another option is rather than looking at standard accreditation of independent learning programs, the code could have verbiage stating that ESD would have a list of standards.

- b. Defining Judges – Ms. King made a recommendation to Mr. Schrade to define judges in the same manner as Commission on Judicial Conduct defines them. The order does not include deputy magistrates or other appointed judicial officers for a specific function. ESD wants to clean up language to avoid having judicial officers slip through the cracks without any training requirements. JCA will most likely address whether or not "paid" vs. volunteer" and "part-time" vs. "full-time" is consistent regarding training requirements for Civil Traffic Hearing officers vs. other types of pro tem judges. A Justice of the Peace is considered a judge.
- c. Certification and Reporting Procedures: The suggested change is shortening the retention period from 5 to 3 years. It is more consistent to general retention of records. Records retention is useful to HR in reviewing employee records, as needed and for court operation review teams to review adherence to guidelines.
- d. Accreditation: Potential changes:
  - i. Keeping Records: Training coordinators (TC) don't necessarily keep "on record" every copy of every handout. It is impractical to keep a large volume of materials for large volumes of training. Some TCs ask staff to keep their own copies of materials on file or to provide a summary of the handout materials vs. the handouts themselves. The revised code may require keeping record of handouts but not the handouts themselves. This would include accrediting outside training requests.
  - ii. Pre-accreditation: The suggestion is to change the verbiage from "shall" to "may pre-accredit a program" for COJET credit. According to the existing code, the training coordinator is required to pre-accredit a program for COJET. This is not practical in all cases. The training coordinator can require information prior to the training at their discretion.
  - iii. Countywide accreditation: County Training coordinators "may" accredit programs that are countywide involving participants from one or more counties. This change is being made for practical purposes, and is consistent with current

practice by training coordinators.

- e. Instructor Credit: Suggestion is to take facilitated credit out of independent learning but still limit it to 8 hours.
- f. Review of denial of accreditation: Appeals process would go through ESD instead of COJET, to streamline the process. A determination would be made within 15 days. COJET would not need to convene to make a decision.

Once the code is drafted, JSEC will have the opportunity to review and make comment before being routed to COJET and the other AJC committees. Ms. King encouraged members to make their final recommendations before the draft is circulated.

Ms. Barrett asked if the draft code will be posted on the new **ACJA Forum** for comment, in addition to being circulated through the AJC subcommittees. This is a required step in the code modification process now. Once the code goes through the internal routing process, it gets posted to the Forum and ESD can send an email out to stakeholders (training coordinators, field trainers...) to review and post additional comment on it beyond AJC standing committee comments. Ms. King commented, that the Forum can be mentioned on the Training Coordinator Newsletter. **(ACTION ITEM)**

#### 8. Training Excellence Nomination Program:

- a. Two nominations have been received in 2010 and no active solicitation has been done this calendar year. Ms. Bacon asked the committee members if they would still like to solicit for calendar year 2010. The committee agreed to solicit nominations through December 2010.
- b. Ms. King and Ms. Murillo will provide a Trainer Excellence Award nomination form to training coordinators, COJET subcommittees and field trainers, and anyone who has held a regional training. **(ACTION ITEM)**
- c. JSEC agreed in its last meeting to have COJET act as the awardee of a COJET Excellence in Education Award.
- d. ESD will recommend to COJET the following awards process: **(ACTION ITEM)**
  - i. One Award: COJET Excellence in Education Award. The award would be sponsored by COJET in lieu of individual subcommittees of COJET, giving more value to the award.
  - ii. One nomination form: One nomination form would be created and used by all COJET subcommittees to nominate judges, probation and judicial staff for a COJET Excellence in Education Award. (Currently, Judicial officers do not have an avenue for recognition unless nominated under the Judicial Staff Awards program.)
  - iii. Subcommittees review and recommend to COJET: Each subcommittee would review nominations filtered to them and related to their respective category, and recommend up to five candidates to COJET for selection. Perhaps subcommittee Chairs could provide signature approval for nominations being forwarded to COJET. COJET would review all nominations and make a final selection or be in agreement with the subcommittee selection.
  - iv. One award presented at different venues: Recipients would receive a COJET certificate and be awarded by the committees they represent, at a venue of choice by each committee (i.e. Training Coordinator conference, Court Leadership conference)

#### 9. New Business:

a. Needs Assessment Workgroup/Develop Questions:

Ms. King proposed the committee activate a needs assessment workgroup before the end of 2010 to identify needs assessment questions. Ms. Beeson-Davis will submit some good questions she received from Judy Thompson-Ng, Oro Valley Magistrate Court and Ms. de Loera. Ms. de Loera commented she could pull information from the results of her surveys to see what was asked and how well questions were answered **(3 ACTION ITEMS)**

Ms. King suggested getting a group together telephonically to (1) review types of questions to ask and, (2) to choose a target audience. Mr. Hilton and Ms. Bacon volunteered to review the needs assessment questions. Ms. Bacon suggested using an online survey tool such as "Survey Monkey" as a delivery method.

What should a needs assessment include?

- i. Demographics–target audience, years/level in court system, county, court.
- ii. Content, curriculum and also modality (What is the likelihood you can attend regional training, have you attended one in past, have you used Centra before, would you use it in future, do you know what it is?)
- iii. Consider doing more than one survey – one to supervisors, all court employees or TCs
- iv. What substantive content do we need? By answering this, it is easier to choose a good broadcast or face-to-face topic, the modality lends itself to the content.
- v. Mr. Legander: Staff surveyed, generally wanted job-specific training not broad COJET overview courses. His training staff is trying to create a balance between the two.
- vi. Try to build a reward mechanism into the needs assessment, to get a better sample of wide range of audience providing their input, vs. a smaller group of one type of respondent. (passioned vs. complainers)
- vii. Phrase questions so respondent is encouraged to do more than just check a box.
- viii. Keep survey relatively short to generate more response.
- ix. Data collected must be usable later on.
- x. Focus groups. Mr. Legander received valuable input through focus group discussions with staff and facilitators. JSEC would be interested to hear about what was gained from his group discussion. Mr. Legander will provide to the committee his methodology used in conducting focus groups, to help the committee focus its questions. **(ACTION ITEM)**
- xi. Centra could be used following the needs assessment to hold focus groups, quickly survey people and share data.
- xii. Training Request Form: ESD has created a form to help JSEC and ESD staff better assess the training needs of individuals who call or email requests for training on a general or specific topic area, such as the recent request for civil case processing training for limited jurisdiction court clerks. The form will be posted on the ESD website for use by staff and training coordinators. Staff can complete the form by providing detailed information regarding a training topic, target audience, reason for training request, requested subtopics, training goal/objectives, ideal length of class, etc....then email it to their local training staff to review and evaluate for possible training development or to ESD to request a statewide training. ESD will evaluate the urgency for a specific training, target group, and obtain details about what specific content is needed in the training, then make a determination whether to devote money, staff time and resources into developing a multi-regional training such as with the Civil Case Processing Workshop in September 2010.

10. Call to the Public: No response.

11. **Next Meeting:** Agenda topics: None mentioned.

- a. ***Next meeting:*** Friday, November 5, 2010. COJET meets in November. JSEC needs to review the draft Code changes before COJET meets to review the Code.
- b. **Meeting Future dates 2011**
  - i. March 15, 2011
  - ii. Tentative - Prescott location, July 14, 2010
- c. **Meeting adjourned at 2:15 pm.** Ms. Bacon adjourned the meeting – no motion.

12. **Review of Action Items:**

- a. Deb King will determine a date to hold a Centra Train-the-Trainer for the northern region.
- b. Mr. Legander will provide Bob Lawless, Security Committee, a copy of the materials Maricopa County put together for a comprehensive swine flu emergency response plan.
- c. JSEC will activate a needs assessment workgroup before the end of 2010 to identify needs assessment questions to ask and a target group. Joe Legander, Rafaela de Loera and Laura Beeson-Davis will provide Deb King with types of questions they asked on their needs assessment surveys; Joe Legander will provide methodology used in conducting focus groups.
- d. ESD will develop a minimum accounting standards Centra class in collaboration with Court Services Division, once Court Services staff is hired.
- e. ESD will talk to IT about what it would take to do video conferencing at the JEC for broadcasting a live class via the web.
- f. ESD will advertise a newsletter quarterly, or more frequently as needed
- g. ESD will advertise the website to all AJIN courts.
- h. Rafaela de Loera will give ESD feedback on its use of the COJET Sponsored Training reporting form.
- i. ESD will create FAQs on common misunderstandings, COJET requirements for new employees (at-a-glance) sheet, and an accreditation reference sheet – “Would you accredit these?” online.
- j. ESD is currently working on reviewing and making changes to the ACJA Code, sections 1-108 and 1-302 and will request comment from JSEC and training coordinators once the proposed draft is ready for review.
- k. Deb King will look at the verbiage used by the Commission on Minorities, for language allowing flexibility in membership, in regards to Code 1-108.
- l. Theresa Barrett will feature an article on the ESD website with links to the site, in Forum Quorum. She will contact Vikki Murillo for more information.
- m. ESD staff will provide a Trainer Excellence Award nomination form to training coordinators, COJET subcommittees and field trainers, and anyone who has held a regional training.
- n. ESD will incorporate suggested wording into the by-laws and email the suggested changes to committee members for review.
- o. JSEC approved the newly proposed “Excellence in Training” awards process. ESD will recommend its adoption by COJET.
- p. Theresa Barrett will send Deb the language from the Superior Court committee for the JSEC by-laws.